

## May 2nd, 2023 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments	CID #
<b>BHS</b>	<b>UCSF Child Adolescent Service</b>									
	UC Child and Adolescent Service	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 75% of its contracted performance objectives and 44% of its contracted units of service. The program submitted its client satisfaction data in a timely matter, the return rate was less than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. Program is commended for excellent achievement of four of the performance objectives. The program obtained a poor survey return rate and BOCC recommends that the program focus on increasing client participation during the next survey periods.	
<b>BHS</b>	<b>Conard House</b>									
	Conard House Rep Payee	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 105% of its contracted units of service. The program was exempt from client satisfaction. Monitor notes: "Program commended for another excellent year, especially considering the pandemic. Program advised BOCC that in 2022 they are getting ready to distribute debit cards rather than rent checks."	
	Conard House Outpatient Services & Supportive Housing	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 80% of its contracted performance objectives and 96% of its contracted units of service. The program was exempt from client satisfaction. Monitor notes: "Program experienced severe staffing issues during the pandemic year, requiring great efforts by supervisory staff to attend to clients at various locations, and this affected various performance objective achievements."	
<b>BHS</b>	<b>The Salvation Army</b>									
	STARR and PRSPR	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Programs met 39.6% of its contracted units of service targets.	
	STARR and PRSPR	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Programs met 50% of its contracted performance objectives. Meeting one of their two objectives.	
<b>BHS</b>	<b>3rd Street Youth Clinic</b>									
	No monitoring reports available.								The Conard House Monitoring Report for FY-20-21 was not completed, however, Outpatient Services and Supportive Housing program met 80% of its performance objectives and 96% of its UOS target. The Rep Payee program met 100% of its performance objectives and 105% of its UOS target.	
<b>BHS</b>	<b>Bayview Hunter's Point Foundation - Mental Health</b>									1000011308
	BVHP Adult Behavioral Health	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 56% of its contracted performance objectives and 84% of its contracted units of service. The program submitted its client satisfaction data in a timely matter, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. Monitor notes: "Program has exhibited difficulty complying with regulatory timelines regarding clinical documentation."	
	BVHP School-Based Centers Balboa	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 44% of its contracted units of service. The program completed its client satisfaction survey and analyzed the results. Program achieved all performance objectives. Program commended for continuing services as it adapted (with teletherapy) to the pandemic response environment even with increased demand for behavioral health services coupled with a staff shortage caused by deployment.	
	BVHP Children Outpatient	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 90% of its contracted performance objectives and 357% of its contracted units of service. The program failed to complete either a standardized or customized client satisfaction survey. Program commended for exceeding contractual expectations for both UDC and UOS.	
	BVHP Dimensions LGBT Outpatient	not monitored 20-21								
	BVHP Jelani Family Residential Step-Down Program	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 91% of its contracted units of service. The program completed its client satisfaction survey and analyzed the results. Program commended for continuing to achieve 100% of its contracted performance objectives during FY20-21. Monitor notes: "Program stated it is proud that a lot of its residents were able to get permanent housing and be successful in its programs. Many obtained jobs, cars, and became more independent and reunified with their children. Program mentioned it was nice to see them achieve their goals and gain a sense of independence."	
	BVHP Jelani Family Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	Yes	21-22	Program met 100% of its contracted performance objectives and 82% of its contracted units of service. The program completed its client satisfaction survey and analyzed the results. The program is commended for full achievement of both of its objectives. Plan of Action issued for failure to complete certain training requirements.	
<b>BHS</b>	<b>UCSF Infant Parent Program</b>									
	UCSF Infant Parent Program Daycare Consultants Program	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Due to pandemic response environment and redesign of program as an ECMHCI provider, the FY20-21 monitoring report does not have data on objectives, UoS deliverables, or client satisfaction. Please see year end MHSA report for comprehensive reporting on the year experienced by the program.	
	UCSF Infant Parent Program - Spring Project - ICAP Division	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 40% of its contracted performance objectives and 73% of its contracted units of service. The program failed to submit the Program Declaration of Compliance. The program completed its client satisfaction survey and analyzed the results. Monitor notes: "Program submitted an excellent, comprehensive, and impressive Year End Report that details and chronicles the experiences of the program as it worked remotely (even with staff shortages) and faced the challenges and yet there are many indicators that the staff succeeded in their mission creatively and with dedication even though some of the specific performance objectives could not be addressed due to the pandemic response environment. For example, 20 out of the 29 pregnant women served 20 had at-term delivery outcomes measured by 37 weeks or more."	
	UCSF Infant Parent Program - Psychotherapy Services - ICAP Division	Scoring suspended due to COVID	NA	NA	NA	NA	No	20-21	Program met 83% of its contracted performance objectives and 68% of its contracted units of service. The program submitted its client satisfaction data in a timely matter, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. The program commended for excellent achievement of nine of the performance objectives.	
<b>BHS</b>	<b>Homeless Prenatal Program</b>									
	New program. Not yet monitored.									
<b>BHS</b>	<b>UCSF East SF</b>									
	New program. Not yet monitored.									

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments	CID #
BHS	UCSF Team Lily @ ZSFGH									
	New program. Not yet monitored.									